

STATE OF NEW HAMPSHIRE
2016 – RRG313- Employer Portal Recommendations Report
REQUEST FOR PROPOSALS

INTRODUCTION

The New Hampshire Insurance Department (NHID), in an effort to empower employers as purchasers of health insurance and health care services, is requesting proposals for a contractor to assist the NHID by collecting information and making recommendations for the NHID to create an employer section on the www.nhhealthcost.org website. This contract will continue through September 30, 2016.

GENERAL INFORMATION/INSTRUCTIONS

The NHID seeks to create a web portal that allows employers to make informed decisions about health insurance and health care costs. The target audience is large self-funded employers as well as small and large employers purchasing fully insured products.

The NHID intends to further develop the HealthCost website as neutral information source so that employers, patients, and other consumers can make use of the extensive data available through the NHID.

Research and Analysis:

The Contractor is expected to evaluate available data and trends, seek input from employers, and work with insurance brokers to identify potential information needs that could be met through a portal on NHHealthCost. In doing the outreach to various groups, the vendor should have a well-developed strategy for informing employers about the value associated with the data collected by the NHID, including the data in the New Hampshire Comprehensive Health Information System (NHCHIS <https://nhchis.com/>). Due to complexities stemming from the Gobeille v. Liberty Mutual Insurance Company Supreme Court decision, the employer outreach component of this project will include assisting the NHID with educating large self-funded employers about the value of contributing data to the NHCHIS and supporting health care cost transparency efforts.

The specific tasks the Contractor shall be responsible for include:

- Developing recommendations for use of the data available in both the [NHCHIS](#) and the [Final Report of the 2014 Medical Cost Drivers based on Annual Hearing and Supplemental Report Data](#)
- Researching and reporting on the data, links, or other information sources that are most appropriate and useful to employers.
- Engage insurance brokers, public purchasers, and the NH business community to identify potential website information that would be of use to these groups. Examples may include trends in the insurance industry and cost sharing, cost effective benefit design

features, and strategies for companies to lower their overall medical spending while offering their employees quality health insurance benefits.

- The contractor will provide NHID with a written report by September 30, 2016 with findings and recommendations.

All of the tasks specified above should be included in any proposal submitted to the NHID.

The contractor does not need to work on site at the Department, however, Department resources including desk space, computer, software, and other administrative items can be provided if included in the contractor proposal.

Electronic proposals will be received until 4 pm local time on May 18, 2016, at the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, New Hampshire, 03301. Emails should be sent to alain.couture@ins.nh.gov and include in the subject line: "Employer Portal RFP- recommendations report"

Proposals should be prepared simply and economically, providing a straightforward, concise description of bidder capabilities and approach to work. Emphasis should be on completeness and clarity of content.

EVALUATION OF PROPOSALS

Evaluation of the submitted proposals will be accomplished as follows:

- (A.) General. An evaluation team will judge the potential contractor and appropriateness for the services to the NHID.

Officials responsible for the selection of a contractor shall insure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications.

Failure of the applicant to provide in its proposal all information requested in this request for proposal may result in disqualification of the proposal.

- (B.) Specific. A comparative scoring process will measure the degree to which each proposal meets the following criteria:

The proposal must include a listing of references for recent engagements by the vendor that reflect the skills appropriate for work on this project, including telephone numbers and specific persons to contact

(1) Specific skills needed:

- a) Specific skills needed for research and analysis of employer health insurance needs.
- b) Proven ability to communicate effectively with employer groups and in providing

technical recommendations.

- c) Familiarity with various health insurance data sources.
- d) Ability to work with data extensively and independently.
- e) Possesses an understanding of the barriers and challenges faced by employers when interacting with commercial health insurance and the health care delivery system.
- f) Expertise with health insurance benefit design options and navigating the health care system.

30 percent

- (2) General qualifications and related experience of the contractor to meet the demands of the RFP. Knowledge of commercial health insurance in general, health care services (medical, dental, pharmacy) and provider reimbursement, and health insurance benefits. Excellent communication skills. The proposal must include a summary of experience, including a current resume for each individual expected to perform work under the proposal.

20 percent

- (3) Derivation of cost for the Contractor time. The proposal should include the hourly or daily rate for the Contractor, and the timeline for the work. Proposals should state the periods of time during the term of this contract that Contractor resources may be limited or inaccessible.

The proposal must include not-to-exceed limits through contract termination, but the proposal will be evaluated with particular scrutiny of the hourly rates and how efficient the Contractor is likely to be, based on the Contractor's skills and experience. The not-to-exceed limit should serve as a limit for overall NHID financial exposure, but also as a limit on Contractor resources dedicated to this project.

The proposal must include amounts for any material expenses related to performing the work (e.g. specialized computer hardware or software) and any expected out-of-pocket or travel expenses. No benefits in addition to payment for services other than those specifically identified above or included in the proposal shall be provided by the NHID under the contract.

The total contract price shall not exceed \$80,000, and bidders are welcome to propose less than this amount. The total contract price will be considered in the evaluation scoring formula.

25 percent

- (4) Plan of Work. Timeframe and deliverables. The proposal must include a Work Plan and specify a timeframe in which the Contractor commits to project deliverables as they are developed. The proposal should be specific about the steps that will be taken by the Contractor. The Contractor is welcome to identify periods of time that they

will have reduced resources available, or other considerations that will allow resource planning during the term of the contract. The Work Plan should include a description of the anticipated products, a schedule of tasks, deliverables, major milestones, and task dependencies

25 percent

- (C.) Conflict of Interest. The applicant shall disclose any actual or potential conflicts of interest.
- (D.) Other Information. The proposal must include a listing of references of recent engagements of the Contractor that reflect the skills appropriate for work on this project, including telephone numbers and specific persons to contact

Potential contractors may be interviewed by staff of the NHID.

The New Hampshire Insurance Department will accept written questions related to this RFP from prospective bidders with the deadline being April 29, 2016. Questions should be directed to Al Couture via email at Alain.Couture@ins.nh.gov. Please include "Employer Portal RFP."

A consolidated written response to all questions will be posted on the New Hampshire Insurance Department's website www.nh.gov/insurance, by May 3, 2016.

The successful bidder or bidders will be required to execute a state of New Hampshire Contract. A form P-37 contains the general conditions as required by state of New Hampshire purchasing policies and the Department of Administrative Services. Although this standard contract can be modified slightly by mutual agreement between the successful bidder and the New Hampshire Insurance Department, all bidders are expected to accept the terms as presented in this RFP. If the bidder requires any changes to the P-37, those changes need to be identified in the proposal.

The selection of the winning proposal is anticipated by May 25, 2016, and the NHID will seek to obtain all state approvals by late June. Please be aware that the winning bidder will need to provide all signed paperwork to the NHID by June 1, 2016 in order for deadlines to be met.

Proposals received after the above date and time will not be considered. The state reserves the right to reject any or all proposals.

Bidders should be aware that New Hampshire's transparency law, RSA 9-F, requires that state contracts entered into as a result of requests for proposal such as this be accessible to the public online. Caution should be used when submitting a response that trade secrets, social security numbers, home addresses and other personal information are not included.